



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

April 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2012, as well as all outstanding complaints against Service Providers as at April 30, 2012.

Status	Apr '11	Apr '12	May '11 - Apr'12		
Number of complaints received	186	455	2,814		
Number of complaints resolved	116	250	2,362		
Number of complaints unresolved	70	186	414		
Number of complaints withdrawn	0	19	38		
Resolution rate for complaints received	62.4%	57.3%	85.1%		
No. of outstanding complaints resolved	78	124	103		
Total number of complaints resolved	194	374	2,465		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$2,109,466	WASA	\$1308405
				T&TEC	\$801061

1.1 Complaints Filed Against the Water and Sewerage Authority (WASA)

Table 1: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, '12	No & % of Complaints Received in Apr '12	No & % of Total Apr '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '12
Billing Query	269	28 6.6%	0 0.0%	52	245 40.8%
Inadequate Supply	136	323 76.0%	218 51.3%	23	218 36.3%
Leaks	31	51 12.0%	23 5.4%	16	43 7.2%
Request for Service	30	4 0.9%	1 0.2%	2	31 5.2%
Road Restoration	14	14 3.3%	3 0.7%	5	20 3.3%
Other	41	5 1.2%	1 0.2%	1	44 7.3%
Total	521	425	246 57.9%	99	601

1.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission (T&TEC)

Table 2: Summary of Complaints Filed Against T&TEC

Complaint Category	Total Unresolved Complaints as at Mar 31, '12	No & % of Complaints Received in Apr '12	No & % of Total Apr '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '12
Billing Query	3	4 13.3%	1 3.3%	0	6 4.9%
Damage Appliances	44	7 23.3%	0 0.0%	6	45 36.9%
High / Low Voltage	4	2 6.7%	0 0.0%	2	4 3.3%
Power Outages	5	1 3.3%	0 0.0%	3	3 2.5%
Request for Service	10	5 16.7%	1 3.3%	2	12 9.8%
Street Lights / Poles	34	9 30.0%	2 6.7%	10	31 25.4%
Other	21	2 6.7%	0 0.0%	2	21 17.2%
Total	121	30	4 13.3%	25	122

2.0 Complaints Analysis

Monthly	Apr '11	Apr '12	Mar '12
Number of complaints received	186	455	271
Number of complaints resolved	116	250	128
Number of complaints unresolved	70	186	143
Resolution rate for complaints received	62.4%	57.3%	49.2%
No. of outstanding complaints resolved	78	124	103
Total number of complaints resolved	194	374	231

The total number of complaints received in April 2012 increased by 184 or 68% when compared to March 2012. Using the same comparative period, the resolution rate for April 2012 increased by 16% percentage points. The number of complaints resolved for the current month increased by 122 or 95% and from a previous period (unresolved from July 2004 to March 2012) increased by 21 or 20%. The total number of complaints resolved overall increased by 143 or 62%.

Cumulative	Jan '11 - Apr '11	Jan '12 - Apr '12	May '11 - Apr'12
Number of complaints received	654	1,158	2,814
Number of complaints resolved	515	772	2,362
Number of complaints unresolved	126	367	414
Number of complaints withdrawn	13	19	38
Resolution rate	80.3%	67.8%	85.1%

The cumulative number of complaints received and resolved from January 2012 - April 2012 increased by 504 or 77% and by 257 or 50% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 455 complaints recorded for April 2012 were reported by 293 customers of which 141 or 48% were new customers. Table 3 shows the frequency of complaints where 168 customers made only one complaint whilst cumulatively 125 or 43% of our customers made more than one complaint. For the period January 2012 - April 2012, 729 customers made 1158 complaints to the RIC of which 423 or 58% were new customers.

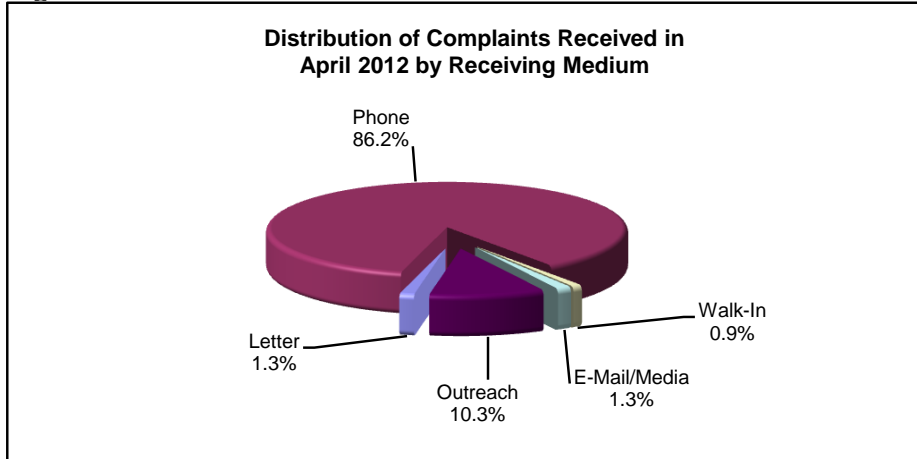
Table 3: Frequency of Complaints

No. of Complaints	No. of Apr '12 Customers	% of Repeat Customers for Apr '12	No. of Customers from Jan '12 - Apr '12	% of Repeat Customers from Jan '12 - Apr '12
1	168	0	451	0
2	102	35	198	27
3	14	5	41	6
4	6	2	20	3
5	2	1	9	1
>6	1	0	10	1
	293		729	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2012 by receiving medium. The number of complaints received by Letter decreased by 4 or 40%, Telephone increased by 142 or 57%, Walk in decreased by 11 or 73%, e-mail/Media decreased by 1 or 14% when compared to Mar '12. The Customer Services Department recommenced its Outreach Programmes (OPs) in April 2012. One OP was held in Scarborough, Tobago and the other was held at the Penal Debe Regional Corporation. A total of 47 complaints were received through this medium.

Fig. 1



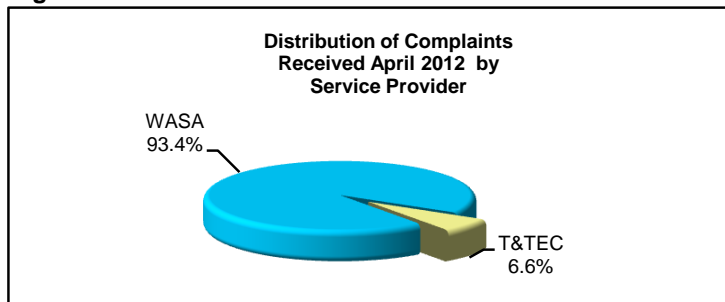
Receiving Medium

	Mar '12	Apr '12
Letter	10	6
Telephone	250	392
Walk-In	15	4
Email/Media	7	6
Outreach	0	47

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2012 by Service Provider. The number of complaints filed against WASA have increased by 202 or 91% and those filed against T&TEC have decreased by 29 or 49% when compared to March 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

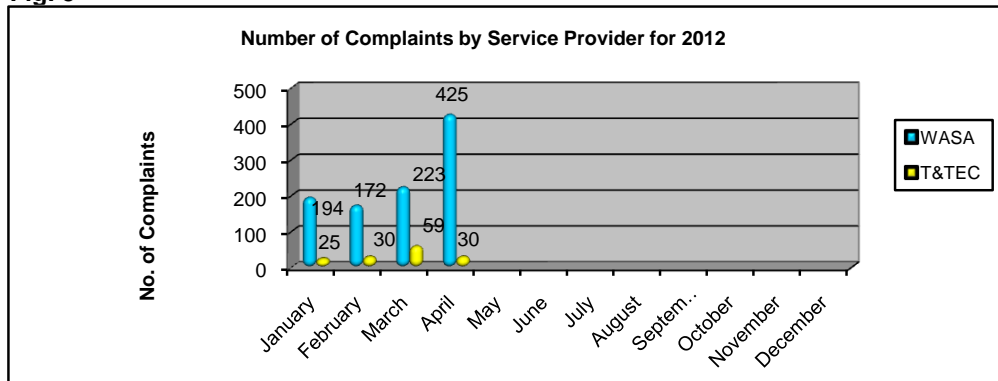
Fig. 2



Service Providers

	Mar '12	Apr '12
WASA	223	425
T&TEC	59	30

Fig. 3



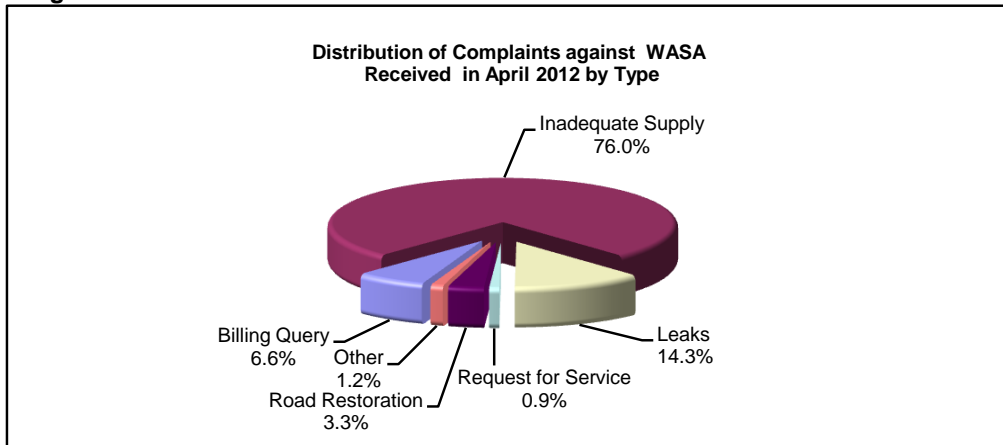
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in April 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2012 by type. When compared to March 2012 the number of complaints related to Billing Queries increased by 7 or 33%, Inadequate Supply increased by 198 or 158%, Leaks decreased by 3 or 6%, Request for Service increased by 1 or 33%, Road Restoration increased by 2 or 17% and the category Other decreased by 3 or 38%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, '12	No of Complaints Received		No of Apr '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '12
		Mar '12	Apr '12			
Billing Query	269	21	28	0	52	245 40.8%
Inadequate Supply	136	125	323	218	23	218 36.3%
Leaks	31	54	51	23	16	43 7.2%
Request for Service	30	3	4	1	2	31 5.2%
Road Restoration	14	12	14	3	5	20 3.3%
Other	41	8	5	1	1	44 7.3%
Total	521	223	425	246	99	601

Fig. 4



Cumulative	Jan '12 - Apr '12	May '11 - Apr '12
Number of complaints received	1,014	2,438
Number of complaints resolved	700	2,078
Number of complaints unresolved	299	329
Number of complaints withdrawn	15	31
Resolution rate	70.1%	86.3%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The increase in inadequate supply complaints is mainly due to production shortfall at Desalcoff resulting from mechanical problems at the plant.

Fig. 5

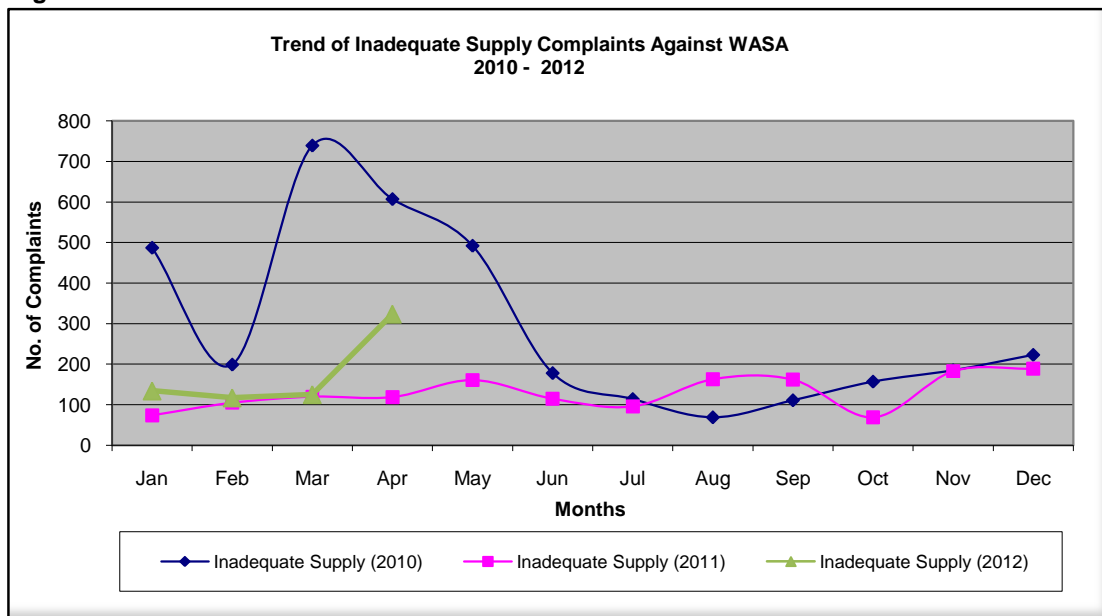
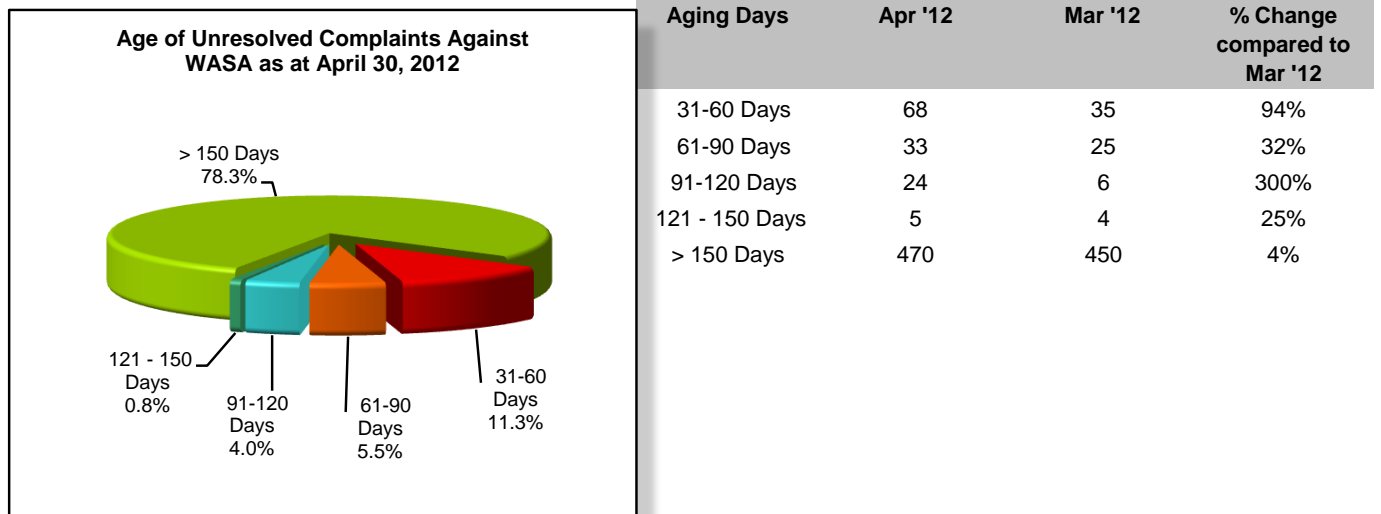


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Apr '12	Mar '12	% Change compared to Mar '12
31-60 Days	68	35	94%
61-90 Days	33	25	32%
91-120 Days	24	6	300%
121 - 150 Days	5	4	25%
> 150 Days	470	450	4%

The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as shown in table 5.

Table 5: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days						Total
	31-60	61-90	91-120	121-150	> 150		
Billing Query	15 22.1%	8 24.2%	11 45.8%	3 60.0%	208 44.3%	245	40.8%
Inadequate Supply	33 48.5%	16 48.5%	5 20.8%	2 40.0%	162 34.5%	218	36.3%
Leaks	10 14.7%	1 3.0%	4 16.7%	0 0.0%	27 5.7%	42	7.0%
Other	4 5.9%	3 9.1%	3 12.5%	0 0.0%	34 7.2%	44	7.3%
Request for Service	1 1.5%	2 6.1%	0 0.0%	0 0.0%	28 6.0%	31	5.2%
Road Restoration	5 7.4%	3 9.1%	1 4.2%	0 0.0%	11 2.3%	20	3.3%
	68	33	24	5	470	600	

Rebate/Compensation Granted to WASA's Customers by Complaint Type

Complaint Type	May '11 - Apr '12	Jan '12 - Apr '12	Apr '12
Billing Classification	3,910.00	2,155.00	-
Billing Query	336,798.00	142,750.00	-
Damage to Property	967,697.00	110,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,308,405.00	\$ 254,905.00	\$ -

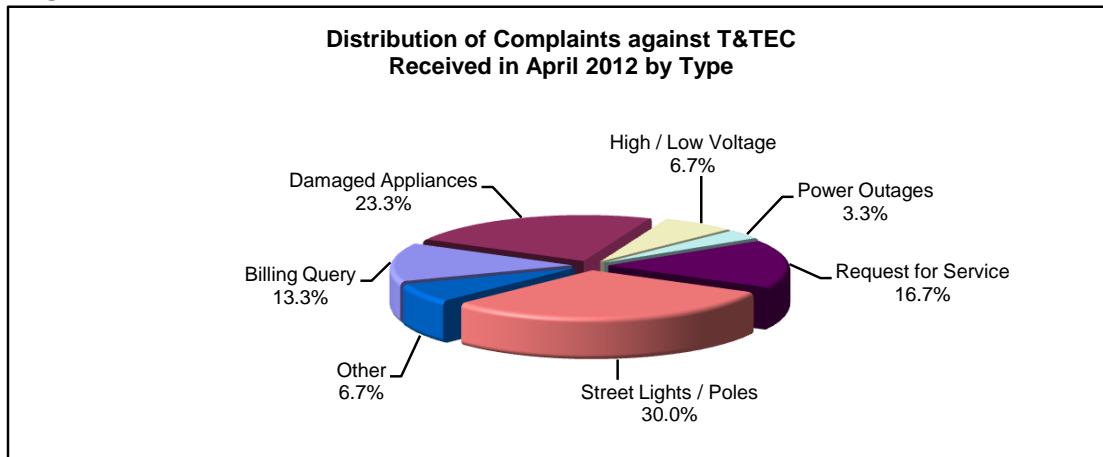
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in April 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in April 2012 by type. When compared to March 2012, the number of complaints related to Billing Queries increased by 3 or 300%, Damaged Appliances increased by 1 or 17%, High/ Low Voltage decreased by 4 or 67%, Power Outages decreased by 1 or 50%, Street Lights/Poles decreased by 19 or 68%, and the category Other decreased by 9 or 82% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Mar 31, '12	No of Complaints Received		No of Apr '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '12	
		Mar '12	Apr '12				
Billing Query	3	1	4	1	0	6	4.9%
Damaged Appliances	44	6	7	0	6	45	36.9%
High / Low Voltage	4	6	2	0	2	4	3.3%
Power Outages	5	2	1	0	3	3	2.5%
Request for Service	10	5	5	1	2	12	9.8%
Street Lights / Poles	34	28	9	2	10	31	25.4%
Other	21	11	2	0	2	21	17.2%
Total	121	59	30	4	25	122	

Fig. 7



Cumulative	<i>Jan '12 - Apr '12</i>	<i>May '11 - Apr '12</i>
Number of complaints received	144	376
Number of complaints resolved	72	284
Number of complaints unresolved	68	85
Number of complaints withdrawn	4	7
Resolution rate	51.4%	77.0%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

Fig. 8

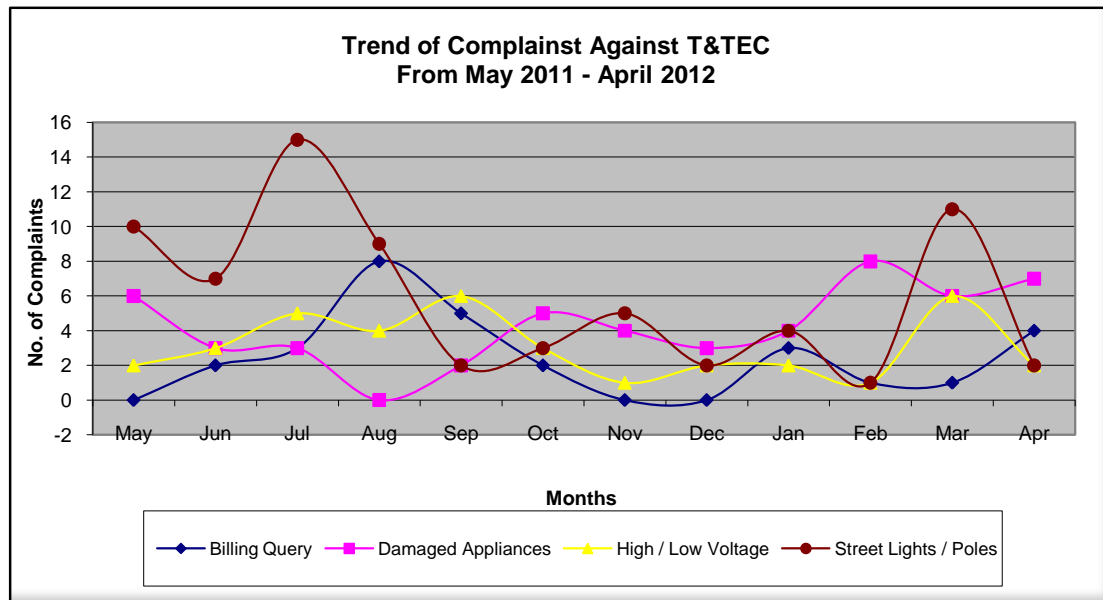
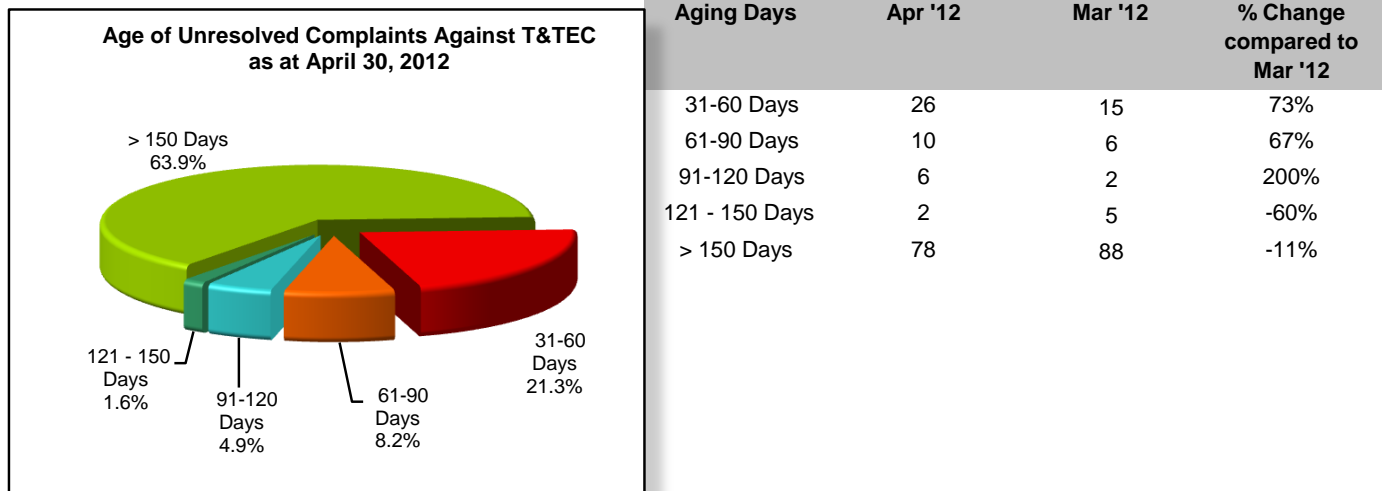


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Apr '12	Mar '12	% Change compared to Mar '12
31-60 Days	26	15	73%
61-90 Days	10	6	67%
91-120 Days	6	2	200%
121 - 150 Days	2	5	-60%
> 150 Days	78	88	-11%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

Table 7: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days						Total					
	31-60		61-90		91-120			121 - 150		> 150		
Billing Query	0	0.0%	1	10.0%	0	0.0%	0	0.0%	5	6.4%	6	4.9%
Damaged Appliances	5	19.2%	4	40.0%	2	33.3%	0	0.0%	34	43.6%	45	36.9%
High / Low Voltage	2	7.7%	0	0.0%	0	0.0%	0	0.0%	2	2.6%	4	3.3%
Other	7	26.9%	0	0.0%	0	0.0%	1	50.0%	13	16.7%	21	17.2%
Power Outages	0	0.0%	0	0.0%	1	16.7%	1	50.0%	1	1.3%	3	2.5%
Request for Service	2	7.7%	3	30.0%	1	16.7%	0	0.0%	6	7.7%	12	9.8%
Street Lights / Poles	10	38.5%	2	20.0%	2	33.3%	0	0.0%	17	21.8%	31	25.4%
Totals	26		10		6		2		78		122	

Rebate/Compensation Granted to T&TEC's Customers by Complaint Type

Complaint Type	May '11 - Apr '12	Jan '12 - Apr '12	Apr '12
Billing Query	146,127.00	243.00	-
Damaged Appliance	52,104.00	2,517.00	-
KVA Reduction	-	-	-
Other Claims	602,830.00	600,223.00	-
	\$ 801,061.00	\$ 602,983.00	\$ -

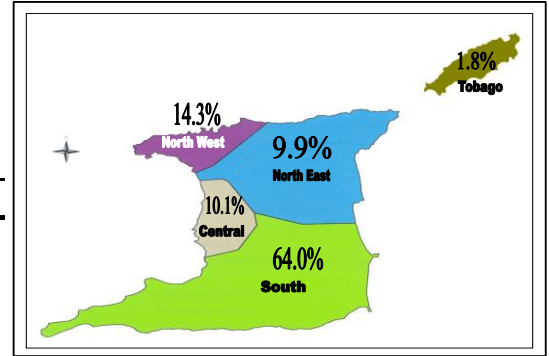
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in April 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	42	9.9%	3	10.0%	45	9.9%
North West	61	14.4%	4	13.3%	65	14.3%
Central	42	9.9%	4	13.3%	46	10.1%
South	277	65.2%	14	46.7%	291	64.0%
Tobago	3	0.7%	5	16.7%	8	1.8%
Total	425		30		455	

Fig. 10



When compared to March 2012, the number of complaints received in April 2012 from the Central region increased by 17 or 59%. Complaints received from the North East decreased by 9 or 17%, those from the North West decreased by 26 or 29%. Complaints from the South region increased by 189 or 185% while those from Tobago increased by 2 or 33%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '12 - Apr '12 .

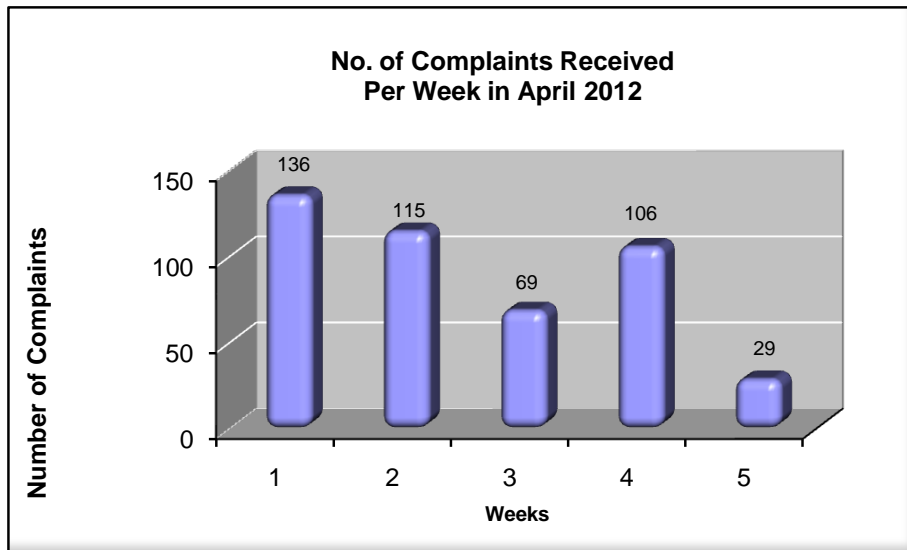
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Las Lomas No.	13
			Freeport	12
			Claxton Bay	11
		North East	Arima	12
			D'Abadie	9
			Talparo	4
		North West	Morvant	27
			Diego Martin	17
			Santa Cruz	12
			Penal	135
		South	Debe	59
			Princes Town	49
			Gasparillo	46
T&TEC	Street Lights / Poles	South	Penal	10
		North West	Diego Martin	4
		South	Princes Town	4
		Tobago	Tobago	4

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in April 2012

Fig. 11



Week	Number of Work Days
1	4
2	4
3	5
4	5
5	1

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January - April 2012

Fig. 12

